

Date: 2013-06-24

Marlene H. Dortch

Secretary

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

CG Docket Nos. 13-24 and 03-123

RE: Please Grant FCC Approval of the InnoCaption App
Created by Miracom for Smartphone Devices

Dear Secretary Dortch,

I am writing to strongly endorse the InnoCaption product for a Smartphone and urge the FCC to grant speedy approval of this product for the deaf and hard of hearing community. A product like this is in great demand for those with a hearing loss trying to function in society and compete for employment with the hearing community. It offers a level playing field that is not currently available with other caption products.

For those with a hearing loss, it becomes difficult to make and/or receive phone calls in any environment, but it is especially hard in a mobile application. They should be able to make or receive calls to and from with friends, family, neighbors or business associates at any time or place they want without any forethought, needless advance notice or complicating process for either party.

For example, in the event of a breakdown on the road, they should be able to call a tow service without worry or frustration.

Those that have a hearing loss and have great need of this service should have it available. If you struggle to hear and comprehend every word another party says it will many times puts them at an even greater disadvantage when they try to use telephone communication.

They are very mobile so the CapTel land line versions don't really work. They cannot use it when visiting their friends, family, when shopping, or trying to travel which many want to do but it is becoming increasingly more difficult to do so.

The hard of hearing community need to be able to receive phone calls when mobile just like their hearing counterparts are able to do every day.

When making a call, a communication assistant (CA) is automatically connected to the call so it can proceed smoothly. Captions come on very quickly and the quality of captions is much superior with InnoCaption. InnoCaption only uses stenographers as their CA's who are trained to court reporter level certification. The CA actually types the conversations instead of using "Voice Recognition" technology, which reduces the number of errors and speeds delivery of the captions substantially. They also provide each user with their own caption phone number that can be shared with friends, family, and business contacts.

Whenever someone calls that number the app is automatically turned on, a CA is automatically connected and they begin receiving captions immediately. This is a very seamless approach to mobile communications for the deaf and hard of hearing that needs to be granted soon.

This InnoCaption product is just the app that many of them have been looking for that will give them the freedom, security and mobility they need and want, but the FCC needs to approve it quickly so they can begin using it now. I urge the Commission to grant quick approval of this product.

Thank you for taking serious note of this request.

Sincerely,

Chuck Owen

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Reference: CG Docket No. 03-123

CG Docket No. 13-24

cc: Hon. Mignon Clyburn

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